

Job Description : Executive Support Officer

Waverley is an ambitious authority, committed to being one of the leading Councils in the country at a time of major change by developing a high performing, highly engaged staff team to share the organisation's values and deliver our corporate objectives.

JOB DESCRIPTION	
Job title:	Executive Support Officer
Location:	The Burys, Godalming, Surrey, GU7 1HR
OUR ORGANISATIONAL VALUES	
Openness	In Waverley we value openness and honesty where communication is clear and constructive and actions are transparent .
Excellence	In Waverley we value excellence , working in a consistent and professional way to achieve the highest standards possible, taking the time to recognise and celebrate success .
Fairness	In Waverley we value fairness and respect , working with integrity to ensure that everyone is treated well and has equal access to the opportunities available.
Team Work	In Waverley we value team work and collaboration , with approachable staff actively contributing to our shared corporate goals.
Taking Ownership	In Waverley we value taking ownership , where everyone feels personally committed to issues at hand and is working towards a positive outcome
PRINCIPAL PURPOSE OF THE ROLE	
<ul style="list-style-type: none"> To provide a high quality, strictly private and confidential executive support service to the Chief Executive and other senior managers and councillors. 	

MAIN DUTIES AND ACCOUNTABILITIES

- 1) To work closely with the Chief Executive and manage his/her workload.
- 2) To work as a proactive member of the Business Support team providing cover to other managers and councillors as required.
- 3) Provide a comprehensive executive support service across the range of his/her work, anticipating requirements for paperwork/information/ hospitality.
- 4) Effectively respond to telephone calls, draft emails, letters, etc. and co-ordinate responses with minimal supervision and guidance.
- 5) Provide an initial, confidential first point of contact.
- 6) Manage the Chief Executive's time by proactively managing their diary, forward planning and organising regular meetings and events to ensure a workable, balanced daily schedule of meetings and commitments.
- 7) Demonstrate a positive ownership of the work of the Council.
- 8) Deal with sensitive situations efficiently and confidentially.
- 9) Compile agendas, take accurate minutes and follow up action for a range of meetings involving the Chief Executive. This will include co-ordinating arrangements for meetings, internally and externally, assembling appropriate material as required to ensure their smooth running, and the ordering of all necessary equipment and refreshments.
- 10) Take responsibility for managing incoming correspondence and emails, including screening, distributing/securing responses and responding as far as possible, bearing in mind the needs of internal and external customers.
- 11) Scheduling regular meetings between the Chief Executive and his direct reports, preparing agendas and papers as appropriate.
- 12) Develop and continually improve effective information management systems, including maintaining an efficient brought forward system to monitor work that has been delegated elsewhere.
- 13) Undertake research and present findings as requested by the Chief Executive.
- 14) Develop, update and act on own personal development plan, and be ready to share learning with others.
- 15) Carry out such duties as may be required as appropriate to the post.
- 16) Be proficient in the use of IT, in particular Microsoft office software (Word, Outlook, Excel and PowerPoint).

Health and Safety

- Comply with all Health and safety legislation for your area of work, ensuring that risks are identified, managed and monitored as required.

DIMENSIONS OF THE ROLE

- The Chief Executive has a significant workload which requires on-going, pro-active administrative support.
- Be able to work collaboratively with the Chief Executive and anticipate where you can positively contribute to the smooth delivery of his/her workload.
- Be able to manage own workload and work autonomously when required

AREAS OF ACCOUNTABILITY/PROBLEM SOLVING – DECISION MAKING / SCOPE FOR IMPACT

- Key contact point – judgement required when handling enquires and complaints
- Promoting Waverley's corporate objectives and a positive image through daily liaison with other Council staff, members of the public, Councillors, partners and other business contacts.
- Delivering a smooth shared service to the Executive Team to meet their demand to the standards required, escalating any issues as soon as they arise.

PLANNING/ORGANISING/CONTROLLING

- Anticipate opportunities to support the Chief Executive e.g. by assessing demand, managing work flow, resolving lower level issues and identifying those that need escalation.
- Undertake research and providing relevant papers, information and hospitality.
- Prioritise own workload
- Ensuring cover during team absence either through the PA team or by organizing additional temporary resources

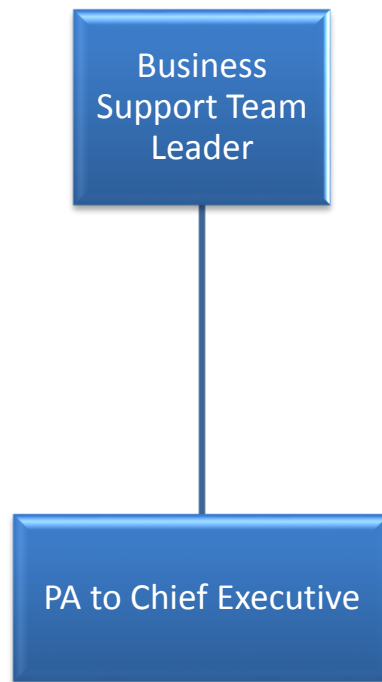
CUSTOMERS AND CONTACTS

INTERNAL

- Elected Members
- Policy and Governance Managers
- Directors and Heads of Service
- PAs and Business Support Officers
- Communications
- Facilities and IT
- Legal
- Democratic Services

EXTERNAL

- Members of the Public
- MPs
- Clerks to Town and Parish Councils
- Leaders, Elected Members and senior officers of other Councils
- Providers such as Police and Health
- Relevant partner organisations



PERSON SPECIFICATION

Candidates must be able to fully demonstrate all essential criteria within their application form to be shortlisted for this role.

	PERSON SPECIFICATION			
	ESSENTIAL CRITERIA	How ASSESSED	DESIRABLE CRITERIA	How ASSESSED
QUALIFICATIONS/ EDUCATION / TRAINING / EXPERIENCE	Good standard of education to GCSE level C or equivalent, including English and Maths. Experience of providing high quality administrative support to senior manager.	A/I		
KNOWLEDGE /TECHNICAL SKILLS	IT literate	A/I	Knowledge of Safeguarding	A/I
COMMUNICATION	Applies appropriate level of confidentiality to communication consistently. Demonstrates enthusiasm and commitment to the task. Communication is timely and relevant people are kept informed. Can choose the most effective communication method for the situation and individual.	A/I		
CUSTOMER SERVICE	Understands the role and goals of the organisation and Chief Executive role in meeting customer expectations. Takes ownership of customers' requests, manages expectations and responds in a prompt and helpful manner. Deals with customers in accordance with our commitment to equality.	I		

	Understands that a good level of service needs to be delivered across the Executive Team.			
TEAM WORKING	Anticipates opportunities to support the Chief Executive e.g. by providing paperwork/information/hospitality	A/I		
MANAGING SELF AND OTHERS	Ensure smooth shared service across Executive Team and arrange cover for absences Able to work without direct supervision Able to prioritise workload. Achieves objectives with commitment to quality and accuracy. Applies an appropriate sense of humour.	A/I		
CAN DO APPROACH / ACHIEVING RESULTS	Proactive, adaptable and flexible. Demonstrates a constructive/positive approach to challenges. Uses initiative.	A/I		
SPECIAL REQUIREMENTS	For business continuity purposes you are required to have access to the internet at home via broadband on a PC, laptop or tablet.	A		

How assessed

- A = Application CV/Personal Statement
- C = Certificates/professional Registration
- D = DBS police check
- E = Exercise
- I = Interview
- M = Medical assessment

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Job title:	Executive Support Officer	Post no:	BA05A
Location:	The Bury Godalming, Surrey GU7 1HR	JE score:	233
		Pay band:	8
		Position type:	Full time: 37 Hours/ Five day week
Competencies: (level 1 – 4)	Communication:	Level 2	
	Customer Service:	Level 2	
	Team Working:	Level 2	
	Managing Self and Others:	Level 2	
	Can do approach/Results	Level 2	
REVIEWED BY:	Sally Kipping	DATE:	July 2020
CHECKED IN:	Human Resources	DATE:	July 2020
LAST UPDATED:	December 2019		